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Trust in the Workplace

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3rd Hispanic USACE Training Workshop

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Agenda

- Contractual Trust
- Communication Trust
- Competence Trust
- Rebuilding Trust
- Questions

"Trust and Betrayal in the Workplace"
by Dennis S. Reina & Michelle L. Reina

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Contractual Trust

- Manage Expectations
- Establish Boundaries
- Delegate Appropriately
- Encourage Mutually Serving Intentions
- Honor Agreements
- Be Consistent

"Trust of Character"

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Communication
Trust

- Share Information
- Tell the Truth
- Admit Mistakes
- Give and Receive Constructive Feedback
- Maintain Confidentiality
- Speak with Good Purpose

"Trust of Disclosure"

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Competence Trust

- Respect People's Knowledge, Skills and Abilities
- Respect People's Judgment
- Involve Others and Seek Their Input
- Help People Learn Skills

"Trust of Capability"

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Rebuilding Trust

- Observe and Acknowledge What's Happened
- Allow Feelings to Surface
- Give and Get Support
- Reframe the Experience
- Take Responsibility
- Forgive
- Let Go and Move On

"Seven Steps for Healing"

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Questions?

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